

SO. CAL. EQUAL ACCESS GROUP
Jason J. Kim (SBN 190246)
Jason Yoon (SBN 306137)
Kevin Hong (SBN 299040)
101 S. Western Ave., Second Floor
Los Angeles, CA 90004
Telephone: (213) 252-8008
Facsimile: (213) 252-8009
cm@SoCalEAG.com

Attorneys for Plaintiff
ANA VENTURA

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

ANA VENTURA,

Plaintiff,

vs.

LAVENDER NAILS & SPA;
EXPEDITION INDUSTRIES, INC.; and
DOES 1 to 10,

Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR DENIAL
OF CIVIL RIGHTS OF A DISABLED
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES
ACT, 42 U.S.C. §12131 et seq.;

2. CALIFORNIA'S UNRUH CIVIL
RIGHTS ACT;

3. CALIFORNIA'S DISABLED
PERSONS ACT;

4. CALIFORNIA HEALTH & SAFETY
CODE;

5. NEGLIGENCE

Plaintiff ANA VENTURA ("Plaintiff") complains of Defendants LAVENDER
NAILS & SPA; EXPEDITION INDUSTRIES, INC.; and DOES 1 to 10 ("Defendants")
and alleges as follows:

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PARTIES

1
2 1. Plaintiff is a California resident with a physical disability. Plaintiff is a
3 paraplegic and is substantially limited in her ability to walk. Plaintiff requires the use of a
4 wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,
6 business operators, lessors and/or lessees of the real property for a nail salon ("Business")
7 located at or about 14569 Leffingwell Rd., Whittier, California.

8 3. The true names and capacities, whether individual, corporate, associate or
9 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,
10 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of
11 Court to amend this Complaint when the true names and capacities have been
12 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such
13 fictitiously named Defendants are responsible in some manner, and therefore, liable to
14 Plaintiff for the acts herein alleged.

15 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant
16 times, each of the Defendants was the agent, employee, or alter-ego of each of the other
17 Defendants, and/or was acting in concert with each of the other Defendants, and in doing
18 the things alleged herein was acting with the knowledge and consent of the other
19 Defendants and within the course and scope of such agency or employment relationship.

20 5. Whenever and wherever reference is made in this Complaint to any act or
21 failure to act by a defendant or Defendants, such allegations and references shall also be
22 deemed to mean the acts and failures to act of each Defendant acting individually, jointly
23 and severally.

24 **JURISDICTION AND VENUE**

25 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and
26 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*
27 *seq.*).
28

9. Venue is proper in this court pursuant to 28 USC §1391(b). The real property which is the subject of this action is located in this district, Los Angeles County, California, and that all actions complained of herein take place in this district.

11. The Business is a nail salon business establishment, open to the public, and is a place of public accommodation that affects commerce through its operation. Defendants provide parking spaces for customers.

13. To the extent of Plaintiff's personal knowledge, the barriers at the Business included, but were not limited to, the following:

- COMPLAINT - 3

- 1 c. Defendants failed to maintain the parking space designated for
2 persons with disabilities to comply with the federal and state
3 standards. Defendants failed to maintain the mark on the space with
4 the International Symbol of Accessibility, resulting in the paint
5 becoming severely deteriorated, hindering visibility.
- 6 d. Defendants failed to maintain the parking space designated for
7 persons with disabilities to comply with the federal and state
8 standards. Defendants failed to maintain the blue borderlines and blue
9 hatched lines painted on the ground as required, resulting in the
10 markings becoming severely deteriorated, hindering visibility.
- 11 e. Defendants failed to comply with the federal and state standards for
12 the parking space designated for persons with disabilities. Defendants
13 failed to provide an access aisle with a level surface slope, as the
14 asphalt was poorly maintained, allowing for cracks to form and weeds
15 to grow, disrupting the surface of the parking area.

16 14. These barriers and conditions denied Plaintiff full and equal access to the
17 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and
18 patronize the Business; however, Plaintiff is deterred from visiting the Business because
19 her knowledge of these violations prevents her from returning until the barriers are
20 removed.

21 15. Based on the violations, Plaintiff alleges, on information and belief, that
22 there are additional barriers to accessibility at the Business after further site inspection.
23 Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-*
24 *Eleven, Inc.* 524 F.3d 1034 (9th Cir. 2008).

25 16. In addition, Plaintiff alleges, on information and belief, that Defendants
26 knew that particular barriers render the Business inaccessible, violate state and federal
27 law, and interfere with access for the physically disabled.

28

1 17. At all relevant times, Defendants had and still have control and dominion
 2 over the conditions at this location and had and still have the financial resources to
 3 remove these barriers without much difficulty or expenses to make the Business
 4 accessible to the physically disabled in compliance with ADDAG and Title 24
 5 regulations. Defendants have not removed such barriers and have not modified the
 6 Business to conform to accessibility regulations.

7 **FIRST CAUSE OF ACTION**

8 **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

9 18. Plaintiff incorporates by reference each of the allegations in all prior
 10 paragraphs in this complaint.

11 19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual
 12 shall be discriminated against on the basis of disability in the full and equal enjoyment of
 13 the goods, services, facilities, privileges, advantages, or accommodations of any place of
 14 public accommodation by any person who owns, leases, or leases to, or operates a place
 15 of public accommodation. *See* 42 U.S.C. § 12182(a).

16 20. Discrimination, *inter alia*, includes:

- 17 a. A failure to make reasonable modification in policies, practices, or
 18 procedures, when such modifications are necessary to afford such
 19 goods, services, facilities, privileges, advantages, or accommodations
 20 to individuals with disabilities, unless the entity can demonstrate that
 21 making such modifications would fundamentally alter the nature of
 22 such goods, services, facilities, privileges, advantages, or
 23 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 24 b. A failure to take such steps as may be necessary to ensure that no
 25 individual with a disability is excluded, denied services, segregated or
 26 otherwise treated differently than other individuals because of the
 27 absence of auxiliary aids and services, unless the entity can
 28 demonstrate that taking such steps would fundamentally alter the

1 nature of the good, service, facility, privilege, advantage, or
2 accommodation being offered or would result in an undue burden. 42
3 U.S.C. § 12182(b)(2)(A)(iii).

4 c. A failure to remove architectural barriers, and communication barriers
5 that are structural in nature, in existing facilities, and transportation
6 barriers in existing vehicles and rail passenger cars used by an
7 establishment for transporting individuals (not including barriers that
8 can only be removed through the retrofitting of vehicles or rail
9 passenger cars by the installation of a hydraulic or other lift), where
10 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

11 d. A failure to make alterations in such a manner that, to the maximum
12 extent feasible, the altered portions of the facility are readily
13 accessible to and usable by individuals with disabilities, including
14 individuals who use wheelchairs or to ensure that, to the maximum
15 extent feasible, the path of travel to the altered area and the
16 bathrooms, telephones, and drinking fountains serving the altered
17 area, are readily accessible to and usable by individuals with
18 disabilities where such alterations to the path or travel or the
19 bathrooms, telephones, and drinking fountains serving the altered area
20 are not disproportionate to the overall alterations in terms of cost and
21 scope. 42 U.S.C. § 12183(a)(2).

22 21. Where parking spaces are provided, accessible parking spaces shall be
23 provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every
24 eight accessible spaces, but not less than one, shall be served by an access aisle 96 in
25 (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA
26 Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall
27 be a van accessible parking space. 2010 ADA Standards § 208.2.4.
28

1 22. Under the ADA, the method and color of marking are to be addressed by
2 State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California
3 Building Code (“CBC”), the parking space identification signs shall include the
4 International Symbol of Accessibility. Parking identification signs shall be reflectorized
5 with a minimum area of 70 square inches. Additional language or an additional sign
6 below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A
7 parking space identification sign shall be permanently posted immediately adjacent and
8 visible from each parking space, shall be located with its centerline a maximum of 12
9 inches from the centerline of the parking space and may be posted on a wall at the
10 interior end of the parking space. See CBC § 11B-502.6, et seq.

11 23. Moreover, an additional sign shall be posted either in a conspicuous place at
12 each entrance to an off-street parking facility or immediately adjacent to on-site
13 accessible parking and visible from each parking space. The additional sign shall not be
14 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in
15 letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in
16 designated accessible spaces not displaying distinguishing placards or special license
17 plates issued for persons with disabilities will be towed away at the owner’s expense...”
18 See CBC § 11B-502.8, et seq.

19 24. Here, Defendants to provide the signs stating, “Minimum Fine \$250” and
20 “Van Accessible.” Moreover, Defendants failed to provide the additional sign with the
21 specific language stating “Unauthorized vehicles parked in designated accessible spaces
22 not displaying distinguishing placards or special license plates issued for persons with
23 disabilities will be towed away at the owner’s expense...”

24 25. For the parking spaces, access aisles shall be marked with a blue painted
25 borderline around their perimeter. The area within the blue borderlines shall be marked
26 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting
27 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall
28 be painted on the surface within each access aisle in white letters a minimum of 12 inches

1 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §
2 11B-502.3.3.

3 26. Here, Defendants failed to provide a proper access aisle as there were no
4 “NO PARKING” markings painted on the parking surface. Additionally, the blue
5 borderlines and blue hatched lines painted on the parking surface were poorly
6 maintained, resulting in the markings becoming severely deteriorated, hindering
7 visibility.

8 27. The surface of each accessible car and van space shall have surface
9 identification complying with either of the following options: The outline of a profile
10 view of a wheelchair with occupant in white on a blue background a minimum 36” wide
11 by 36” high (914 mm x 914 mm). The centerline of the profile view shall be a maximum
12 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the
13 length of the parking space and its lower side or corner aligned with the end of the
14 parking space length or by outlining or painting the parking space in blue and outlining
15 on the ground in white or a suitable contrasting color a profile view of a wheel chair with
16 occupant. See CBC § 11B-502.6.4, et seq.

17 28. Here, Defendants failed to maintain the International Symbol of
18 Accessibility painted on the surface as required, resulting in the markings becoming
19 severely deteriorated, hindering visibility.

20 29. Under the 1991 Standards, parking spaces and access aisles must be level
21 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.
22 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles
23 shall be part of an accessible route to the building or facility entrance and shall comply
24 with 4.3. Two accessible parking spaces may share a common access aisle. Parked
25 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces
26 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all
27 directions. 1991 Standards § 4.6.3.

1 30. Here, the access aisle is not level with the parking spaces, as the asphalt was
2 poorly maintained, allowing for cracks to form and weeds to grow, disrupting the surface
3 of the parking area. Under the 2010 Standards, access aisles shall be at the same level as
4 the parking spaces they serve. Changes in level are not permitted. 2010 Standards §
5 502.4. “Access aisles are required to be nearly level in all directions to provide a surface
6 for transfer to and from vehicles.” 2010 Standards § 502.4 Advisory. Id. No more than a
7 1:48 slope is permitted.

8 31. A public accommodation shall maintain in operable working condition those
9 features of facilities and equipment that are required to be readily accessible to and usable
10 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

11 32. By failing to maintain the facility to be readily accessible and usable by
12 Plaintiff, Defendants are in violation of Plaintiff’s rights under the ADA and its related
13 regulations.

14 33. The Business has denied and continues to deny full and equal access to
15 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
16 discriminated against due to the lack of accessible facilities, and therefore, seeks
17 injunctive relief to alter facilities to make such facilities readily accessible to and usable
18 by individuals with disabilities.

19 **SECOND CAUSE OF ACTION**

20 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

21 34. Plaintiff incorporates by reference each of the allegations in all prior
22 paragraphs in this complaint.

23 35. California Civil Code § 51 states, “All persons within the jurisdiction of this
24 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
25 national origin, disability, medical condition, genetic information, marital status, sexual
26 orientation, citizenship, primary language, or immigration status are entitled to the full
27 and equal accommodations, advantages, facilities, privileges, or services in all business
28 establishments of every kind whatsoever.”

provided), telephone facilities, adoption agencies, private schools, hotels, loading places, places of public accommodations, amusement, or resort, and other places in which the general public is invited, subject only to the conditions and limitations established by law, or state or federal regulation, and applicable alike to all persons.

42. California Civil Code § 54.3(a) states, “Any person or persons, firm or corporation who denies or interferes with admittance to or enjoyment of public facilities as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for the actual damages, and any amount as may be determined by a jury, or a court sitting without a jury, up to a maximum of three times the amount of actual damages but in no case less than one thousand dollars (\$1,000) and any attorney’s fees that may be determined by the court in addition thereto, suffered by any person denied the rights provided in Section 54, 54.1, and 54.2.

43. California Civil Code § 54(d) specifies, “a violation of the right of an individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also constitute a violation of this section, and nothing in this section shall be construed to limit the access of any person in violation of that act.

44. The actions and omissions of Defendants alleged herein constitute a denial of full and equal accommodation, advantages, and facilities by physically disabled persons within the meaning of California Civil Code § 54. Defendants have discriminated against Plaintiff in violation of California Civil Code § 54.

45. The violations of the California Disabled Persons Act caused Plaintiff to experience difficulty, discomfort, and embarrassment. The Defendants are also liable for statutory damages as specified in California Civil Code §55.56(a)-(c).

FOURTH CAUSE OF ACTION

CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.

46. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

1 47. Plaintiff and other similar physically disabled persons who require the use of
2 a wheelchair are unable to use public facilities on a “full and equal” basis unless each
3 such facility is in compliance with the provisions of California Health & Safety Code §
4 19955 et seq. Plaintiff is a member of the public whose rights are protected by the
5 provisions of California Health & Safety Code § 19955 et seq.

6 48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure
7 that public accommodations or facilities constructed in this state with private funds
8 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of
9 Title 1 of the Government Code. The code relating to such public accommodations also
10 require that “when sanitary facilities are made available for the public, clients, or
11 employees in these stations, centers, or buildings, they shall be made available for
12 persons with disabilities.

13 49. Title II of the ADA holds as a “general rule” that no individual shall be
14 discriminated against on the basis of disability in the full and equal enjoyment of goods
15 (or use), services, facilities, privileges, and accommodations offered by any person who
16 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).
17 Further, each and every violation of the ADA also constitutes a separate and distinct
18 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an
19 award of damages and injunctive relief pursuant to California law, including but not
20 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

21 **FIFTH CAUSE OF ACTION**

22 **NEGLIGENCE**

23 50. Plaintiff incorporates by reference each of the allegations in all prior
24 paragraphs in this complaint.

25 51. Defendants have a general duty and a duty under the ADA, Unruh Civil
26 Rights Act and California Disabled Persons Act to provide safe and accessible facilities
27 to the Plaintiff.
28

52. Defendants breached their duty of care by violating the provisions of ADA, Unruh Civil Rights Act and California Disabled Persons Act.

53. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;

2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;

3. Award of all reasonable restitution for Defendants' unfair competition practices;

4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;

5. Prejudgment interest pursuant to California Civil Code § 3291; and

6. Such other and further relief as the Court deems just and proper.

DEMAND FOR TRIAL BY JURY

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: June 7, 2024

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim
Jason J. Kim, Esq.
Attorneys for Plaintiff